# Treasury's Federal Consulting Group

#### & the Federal Communicators Network

August 25, 2005 eNEWS Vol. 2, No. 6 TABLE OF CONTENTS **NEWS FEATURES BOOKS** REPORTS **ADDITIONS SUBMISSIONS** Submit your news. See the bottom of this message. NEWS GovExec.com: Agencies' top tech employees eligible for publicprivate sector swap http://www.govexec.com/story\_page.cfm?articleid=32014&dcn=e\_tcmg Note: Private sector and government members of the Human Capital Special Interest Group (HC SIG) of the Industry Advisory Council had a role in this exciting new personnel exchange. NEWS: Telework articles from GovExec.com: Telework provider uses ads to woo federal workers http://www.govexec.com/story\_page.cfm?articleid=32002&dcn=e\_t cmg The Telework Imperative http://www.govexec.com/specialreports/telework.htm Interest in telework continues to run high among federal employees. Routing phone calls over Internet could make teleworking easier http://www.govexec.com/story\_page.cfm?articleid=31849&dcn=e\_tcmg **FEATURES** FastCompany.com: Is Your Boss a Psychopath? http://www.fastcompany.com/magazine/96/open\_boss.html Quiz: Is Your Boss a Psychopath? http://www.fastcompany.com/magazine/96/open\_boss-quiz.html This is scary stuff, but don't worry—the test was designed for the criminal element and later juxtaposed on the bad guys in the corporate world. It couldn't possibly happen in government, could it? (It could? Thank goodness this isn't a blog. Do not, I repeat, do not tell me about it.) 

# Good Job, FBI:

**Be Crime Smart** 

http://www.fbi.gov/becrimesmart.htm

The FBI has set up a valuable Website that every adult can put to use. Do you know how to avoid identify theft? Do you know what to do if you are a victim of identify theft? Do you know how to find out if a known sex offender lives in your neighborhood? Do you know the signs that your child may be involved with a gang? Do you know about club drugs? You get the idea.

#### **Baby Names**

http://www.ssa.gov/OACT/babynames/

This Social Security Administration Webpage lists the most popular baby names as far back as 1880! It's hard to get off this page once you're on it.

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#### **BOOKS**

Many Unhappy Returns: One Man's Quest to Turn Around the Most Unpopular Organization in America by former IRS Commissioner Charles Rossotti

http://harvardbusinessonline.hbsp.harvard.edu/b01/en/common/item\_detail.jhtml?id=4414

... beset by profound management and technology problems, the IRS was widely dismissed as a hopelessly flawed enterprise. Rossotti—the first businessperson to head the IRS—recounts the remarkable story of the agency's turnaround. Through fascinating accounts of heated congressional hearings, encounters with Washington bigwigs, frank exchanges with taxpayers and employees, and risky turnaround strategies, Rossotti serves up a colorful story of leadership and change against daunting odds. Note: Since 1999, IRS' overall American Customer Satisfaction Index (ACSI) score has surged by 26%, with some increase due to taxpayers' delight in electronic filing. Mr. Rossotti has accepted an invitation to speak at the quarterly ACSI Users Group meeting on October 11.

**The Shortcut to Persuasive Presentations** by Larry Tracy http://www.tracy-presentation.com/book.htm

Do you really get your message across when you speak in public? Learn Larry Tracy's principles for speaking effectively: the S3P3 System (Substance, Structure, Style and Presenting, Practicing, Planning.) It's an impressive system. Tracy mastered his principles and techniques in the U.S Army. Wow factor: The book cover features testimonials from a President, an ambassador, and the founder of an association. We asked the author to do a free half-day workshop—and he agreed! We're working on a fall date. Stay tuned.

**Managing Transitions: Making the Most of Change** by William Bridges. Reviewed by Judy Denny

http://www.fcg.gov/pdfs/managing\_transitions.pdf

This is the second edition of Bridges' popular 1991 book that has sold 400,000 copies. He says that people do not have problems with change itself, but rather with transitions.

#### REPORTS

### Buzz, Blogs and Beyond: The Internet and the National Discourse in the Fall of 2004

http://www.pewinternet.org/ppt/BUZZ BLOGS BEYOND Final05-16-05.pdf

From the report: Blogs are hot. Two Pew surveys conducted in early 2005 show that 16 percent of U.S. adults (32 million) are blog readers.

# Communicating with Congress: How Capitol Hill is Coping with the **Surge in Citizen Advocacy,** a study from the Congressional

Management Foundation

http://www.cmfweb.org/SupportingFiles/documents/Communicating w ith\_Congress - Report\_1.pdf

#### Designing Websites for Older Americans, from AARP

Visit http://www.aarp.org/olderwiserwired to download two reports. 

#### ADDITIONS

### Here are recent fact sheets added to the Federal Consulting Group Website:

**Consulting** http://www.fcg.gov/factsheets/08-2005 consulting.html Executive Coaching http://www.fcg.gov/factsheets/08-2005 coaching.html

#### **Customer Satisfaction and Benchmarking**

http://www.fcg.gov/factsheets/08-2005 egov.html

Call Center Measures http://www.fcg.gov/factsheets/08-

2005 callsat.html

### Is Your Website Hiding Something?

http://www.fcg.gov/news\_releases/08232005.html

#### Submit Your Agency News, Events, Awards, Suggestions

Send an email to pat.wood@ots.treas.gov. We accept vendor events if they are co-sponsored by a government agency or if government employees help plan the training and/or appear on the program.

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